

# China & Hong Kong SIM Card 5GB | Data-Only | 15 Days

## First things first... Activation

Land in one of the countries that the SIM works in.

- 1 Insert SIM into your device
- 2 Turn on [Data Roaming](https://simsdirect.helpdocs.io/article/en4xz69tdn-turning-on-data-roaming) (<https://simsdirect.helpdocs.io/article/en4xz69tdn-turning-on-data-roaming>).
- 3 Restart your device

Easy peasy! 🙌

## My data isn't working

### If you've just activated your SIM

If you've just activated your SIM and you've got a signal, you might need to check a couple of things to get your data working.

- 1 Check that you have [Data Roaming](https://simsdirect.helpdocs.io/article/en4xz69tdn-turning-on-data-roaming) (<https://simsdirect.helpdocs.io/article/en4xz69tdn-turning-on-data-roaming>) & Mobile Data turned on in your Settings.
- 2 Make sure that you have changed your [APN settings](https://simsdirect.helpdocs.io/article/p53og0pk13-changing-your-apn-settings) (<https://simsdirect.helpdocs.io/article/p53og0pk13-changing-your-apn-settings>) to

match the following:

Name: 3gnet

APN: 3gnet

User name: [leave this field blank]

Password: [leave this field blank]

- 3 Restart your phone
- 4 If it's still not working, try the SIM in another phone to see if it'll work there.

## If you've been using your SIM but suddenly your data has stopped working

- 1 Check that you have data balance left
- 2 Try turning your device off and on
- 3 Try to remove the SIM from your device and re-insert it
- 4 If your phone says it's connected to LTE or 4G but the data isn't working, try to manually turn off LTE/4G to connect to 4G/3G.

### Apple:


Settings > Mobile > Mobile data options > Disable LTE > Restart

### Android:

Settings > Connections > Mobile Networks > Network Mode > Switch to 3G/2G > Restart

It might look different depending on your device! If these instructions don't match exactly, explore your settings until you find **Network Mode**

## I've tried everything and it's still not working

These guides are based on our most frequently asked questions. If you can't find what you're looking for, feel free to reach out to us and we'll try our best to provide assistance. You can reach us at [hello@simdirect.com.au](mailto:hello@simdirect.com.au) (<https://simdirect.helpdocs.io/mailto:hello@simdirect.com.au>) or [hello@simify.com](mailto:hello@simify.com) (<https://simdirect.helpdocs.io/mailto:hello@simify.com>), 

Before contacting us, please have the following information ready:

- Which SIM have you bought?
- Where are you located?
- When did you activate and what happened when you activated it?
- What troubleshooting steps have you tried?
- Please send through a screenshot of your Mobile Network settings and your APN settings with the WiFi turned off and your mobile data turned on so we can see what's going on.
- Any other details that might help us, help you!

## How do I find my mobile number?

This SIM is **data-only** so it doesn't come with a phone number! The SIM cannot make or receive calls and texts!

## How do I check my balance?

Dial \*118\*#50

## How do I recharge?

As described on the website, the SIM is non-rechargeable. The only way around this is to buy multiple SIM cards and swap them out as you go.

## What's Included & Things to know

- 5GB of data
- 4G data speed
- 15 days of usage once activated
- Hotspot/tethering enabled
- 3 in 1 SIM size (nano, micro & standard)
- Coverage on the **China Unicom network**

- **No calls or texts included (data only SIM)**
- In-built VPN bypasses China firewall - free to use all western apps
- Works in **all unlocked devices (mobile, tablet & wifi devices)**
- **No recharges** available - this is a one-time use SIM

## What does in-built VPN mean?

This SIM comes with an in-built VPN which will allow you to use your phone as you would at home. You'll have access to Facebook, Messenger, Google products and other apps!

You don't have to download a VPN to use these apps when you're using data.

The VPN will not work if you're connected to wifi in China!

## How do I know if my device is unlocked?

If you bought your device outright, it's most likely unlocked!

If you're unsure, the best way to find out is to call your Aussie network provider and ask! They'll be able to unlock it for you too. This might incur a fee! 🙄

## Where does this SIM work?

China (all provinces)	Macao
Hong Kong	Taiwan

# Money-Back Guarantee

The telecommunications industry is exceptionally technical, and although we try our hardest to provide each and every single one of our customers with reliable SIM cards, there are certain manufacturing and network errors that are simply out of our control. However, this is why we have implemented our money-back guarantee, to protect our customers against faulty SIMs and poor experiences.

It is extremely important to us that our customers are looked after, and we are here to support you as much as possible. We wouldn't be able to do this without you!

In order to claim your Money-Back Guarantee, you'll need to contact us and we'll try to troubleshoot the issue with you. If we can't get it sorted, we'd be more than happy to give you a refund. You can contact us a [hello@simsdirect.com.au](mailto:hello@simsdirect.com.au) (<https://simsdirect.helpdocs.io/mailto:hello@simsdirect.com.au>) or [hello@simify.com](mailto:hello@simify.com) (<https://simsdirect.helpdocs.io/mailto:hello@simify.com>). 